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Minutes of the Information Management Panel
Friday, June 9, 2006

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Bruce called the meeting to order at 8:30 a.m. and led the committee in the pledge of allegiance.

Present: Supervisors Genia Bruce, Jeff Morris and Bill Mitchell and Citizen Jim Herzfeld. **Absent:** Supervisor Jim Behrend.

Also Present: Information Systems Manager Michael Biagioli, Business Services Administrator Donn Hoffmann, Treasurer Pam Reeves, Community Services Representative Candy White, Solutions Administrator Dave Kragenbrink, Emergency Preparedness Director Richard Tuma, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha, Waukesha Freeman Reporter Larry Silver.

Schedule Upcoming Meetings
- July 21
- August 25
- September 29
- November 10
- December 8

Future Agenda Items
- Spillman Update

Nomination and Election of Committee Vice-Chair and Secretary
MOTION: Mitchell moved, Herzfeld second, to approve Jeff Morris as Vice-Chair of the Information Management Panel. Motion carried 4-0.

MOTION: Morris moved, Herzfeld second, to approve Bill Mitchell as Secretary of the Information Management Panel. Motion carried 4-0.

Recognition of Dave Broker's Retirement
Biagioli presented Broker with a plaque from the County Executive. Biagioli explained the expertise Broker brought to Waukesha County during his service.

Association of Public Safety Communications Officials (APCO) Study Report Response and Action Items
Tuma distributed and reviewed a handout outlining the first 12 months of activity at the Waukesha County Communications Center (WCCC). During that time period, the WCCC received 9-1-1 calls from Green Bay, WI and Portland, ME. He is unsure how the center got those calls. There are still concerns about the accuracy of 9-1-1 calls.

Tuma said he attended a meeting last night at the Village of North Prairie. The village voted to have their fire department join the WCCC. The police department is already a member. The fire department will be up by the end of the year.

Tuma said they are taking all recommendations of the APCO study seriously. The center will be adding additional employees because of a study recommendation. APCO is critical of the Spillman system because it is cumbersome for dispatching. We will also be using a consultant to evaluate other dispatch systems to see what it would take to replace Spillman and to make sure it interfaces with Spillman's other pieces. We are going to Utah to work with Valley Emergency Communications Center (VECC), another Spillman user, to put pressure on Spillman and get results.

Mitchell asked if there is a drop-dead date with Spillman? Is the system workable? Biagioli said this is the market place Spillman wants to get into. VECC wants to give Spillman 18 months to get the system to work but Waukesha County doesn't want to wait that long. Our window to see progress from Spillmann is nine

months. Spillman was here a year ago and told us they would address the issues and the system would work. The consultant will evaluate other programs and give us an idea of what other products are on the market. So far the results have been disconcerting. It seems there are two systems that use the grid addressing system to facilitate the mapping function. These systems range in price from $800K to $2 million. We couldn't transition to a new system until 2008. No system jumped out as the winner. It is important to bring in a CAD system that can interface with the jail and law records systems.

Tuma said Spillman has two upgrades this year but they won't address the current problems. Spillman has said they will be ready in 2008 to fix our problems but until they rewrite the CAD system it won't be fixed. The key is the addressing. If we can't find the address we can't send responders there.

Biagioli said the APCO study indicated that technical staffing should be bolstered so we will be adding another resource to the center to expand the window of coverage to an entire day. One person will start work at 6 a.m. while the other starts at noon. Mitchell asked are we having problems that require additional technical coverage? Tuma said we've had problems. Biagioli said Rick McMillan is completely tethered to the Dispatch Center even on vacation. He has no backup. We will be looking at shifting resources around since Broker is leaving.

Tuma said we will release a formal response to the APCO report this month. The County Executive plans to invite elected officials to meet and discuss the response. Right now we are meeting and exceeding the national standards for response time. We are making good strides but the process is crippled if you do not have the correct address. Eighty percent of the problems are related to the Spillman System.

Esler asked if any of the transferred 9-1-1 calls are redundant? Tuma said yes. We get multiple calls for the same car accident or power outage. Esler asked if all of these calls are recorded as CAD events? Tumas said dispatcher always enter a CAD event because they never know if it will turn into an emergency. It also helps to track calls.

Esler said the Panel should know there will be an ordinance next week creating a full-time operations and training manager. Tuma said the additional person will give him another staff member to attend meetings and focus on training. Currently there isn't one person who dedicates their time to training. Administratively the center is weak especially with the number of staff members who work there. The supervisors take care of the day-to-day events and don't have a lot of time to deal with training issues. If we go for accreditation, we want to make sure we can make the standards before we begin the work.

Tuma said the WCCC is the only place in the county that can handle voice over internet protocol (VOIP) and wireless 911 calls and get the data. The general feeling is that all communities should handle their own calls but no other area gets the data such as where the call is coming from, phone number, personal information, etc. Voice over IP is growing 30% to 40% per year and landlines are disappearing. What good is taking a call if we can't get the data? If the center is handling all of these the calls at a cost of approximately $80K per year. We get wireless money from the state from a surcharge tax on cell phone bills to help but that is only for three years. We will be working on legislation to get help with the costs.

Morris asked if he could get a copy of the questions asked on emergency calls emailed to him? Tuma said right now dispatchers follow a hard copy flip chart with the questions printed on it. They used to follow a computer system but it had to be turned off because it had conflicts with Spillman.

Morris said as a layperson he doesn't understand the high number of questions asked. Can't the dispatchers just dispatch the call when they know there's an emergency? Tuma said the protocol experts say it's better to ask more questions to determine the best help for the situation. The WCCC dispatches according to what the fire departments requested.

Update on the Tax Records System Replacement Project
White said the project plan is being redone to get an idea of what needs to be done and when. The vendor will have it later today so they can give us a completion date. There are more than 200 tasks remaining. Some tasks have been completed and are awaiting final approval while others are very rough.

Biagioli said it's a slow process right now. We had to take back control of the project plan. We set realistic goals within appropriate time frames and now EZ Access needs to stick to the plan. We're three years into this and we need an end product in a timely fashion so we're not stuck relying on an antiquated system. The life span of the P390 was expanded beyond 18 months and the new system won't be ready for another six months. A lot of staff time and energy is invested in this. Biagioli said we are with holding a significant portion the payment. Whitman Hart is not being paid for their additional work.

Bruce asked what is the estimated time of completion? Biagioli said six to 18 months would be an aggressive timeline. We're working with EZ Access to figure out the timeline. Reeves said listing has been running parallel since last June. They are finding glitches in the system while watching the parallel system. We will need to keep the P390 working parallel to EZ Access for a significant amount of time to make sure EZ Access is working properly.

Herzfeld asked if EZ Access is still the most viable vendor? Biagioli said we want to look at the project plan first before answering that question. Herzfeld said maybe during the last three years someone has developed a better system. Biagioli said we will have a better idea how to move forward after the project plan is returned. We will either stick with EZ Access or see what else is out there. A decision will be made by the end of next month.

Update on Web Content Management
Kragenbrink said the upgrade has been completed and testing will be done by the end of the month. There have been a lot of performance issues from the user side. We are documenting everything. Kragenbrink looked at other packages to get a broader understanding because the current system has shortcomings distributing dynamic content. He's putting together a new intranet system as a test site. If that is successful we'll go back to Serena, the maker of Collage, show them what we want and ask if they can do it. If they say they can't do it, we will investigate other products.

Mitchell asked doesn't the current system allow for approvals and sign offs by managers? Kragenbrink said the workflows were never set up except in a basic straight-line process. We're looking at redesigning the system and authorization process. The system documentation says it supports dynamic content which is different than being able to manage dynamic content. The intranet will be a testing playground. Mitchell asked does anyone use the current system? Kragenbrink said Parks and Land Use and the County Executive's office and the jail uses it.

Herzfeld asked are you planning on implementing all media types? Kragenbrink said yes.

Update on the Implementation of the Mobile Data Computing
Biagioli said IP Mobile Net is completed, deployed and working with full coverage across the entire county. There are no known dead spots and no complaints about the speed have been received. The City of Waukesha complained that the installation of the new environment knocked out some public safety hot spots. We're working with them to overcome the issue. In June we will turn on the Spillman Mobile CAD system for participating agencies. We're testing it and want it in place before the Spillman upgrade on July 12. The officers going through training like the mobile CAD system because they can see what dispatch is doing, update the system on the fly, put themselves back on duty from the car, see the incident reports and update them from the car while the information is still fresh, etc.

Update on Wireless Opportunities
Biagioli said the Waukesha County Cooperation Council approved the formation of a wireless workgroup. Several elected officials and civic/business leaders across the county have volunteered their IT people to be in the group including SEWRPC, Equitable Bank, two municipalities and the City of Waukesha IT director. Biagioli hopes the kick off meeting will be third or fourth week of June.

Esler said he assume these will be public meetings with agendas and minutes. Biagioli said yes.

MOTION: Mitchell moved, Morris second, to adjourn the meeting at 9:41 a.m. Motion carried: 4-0.

Respectfully submitted,

Bill Mitchell, Secretary
Information Management Panel